



"Loretta Ho"
<Edloho@hawaii.rr.com>
08/13/2004 09:30 PM

To <Hawaii.PUC@hawaii.gov>
cc
bcc
Subject Fw: Public Hearing Request

----- Original Message -----

From: Loretta Ho
To: PUC@hawaii.gov
Sent: Thursday, August 12, 2004 11:56 PM
Subject: Public Hearing Request

To Whom It May Concern:

We as current member and subscribers of Verizon Hawaii am concerned about the turn over of Verizon over to Carlyle Group. We would like to request for a public hearing to raise our concerns as citizens and subscribers of the ONLY telephone company.

We have experience many of problems with the current subscriber. For example, we have notice our phone bill getting higher and higher each year for no apparent reason. We have not changed any of our services we had set up originally with Hawaiian Tel. We went with the flow of things and it got higher and higher each year. We had just made a call the other week to make a few changes to save money on the unnecessary items and was notified by the Customer Service Representative that we had an "OLD" package. We were never offered a new package by Verizon to help save money. Another problem we encounter was the cable service we bought through Verizon before it got sold to "CRAIG TV." Which is now going out of business and has a poor Customer Service department and inconsistency of their "Customer Service."

Now with the change fast approaching, we have a concern with the current equipment such as the current telephone poles on neighborhood streets. Currently, we have a telephone pole fronting our home that is very weather tattered, there is a split down the pole from top to bottom, and a lot of wires hanging. We are afraid one day this pole will land in our home hurting someone in our family. With the understanding of the companies woes at this time, we am not willing to lose a family member over something we have not control over.

We strongly request a public hearing to cover all grounds of service, including the current land lines, poles and services and their proposed changes to the ONLY telephone service provider offered in Hawaii. It would be sad to say we might consider to disconnect any land line telephone service offered in the near future and go through wireless service.

Sincerely,

Mr. & Mrs. Ho